

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.8 Card Issuance and PIN Selection

A magnetic stripe EBT card will be issued to each recipient, AR, Protective Payee, and/or designated adult household member. In the event that there is more than one cardholder for an account, each card shall have a separate PAN and PIN. The State will use a combination of over-the-counter and mail based card issuance methods.

Counties will determine when cards will be issued to recipients. Card issuance will occur either prior to or after final eligibility determination depending on county operational procedures.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.1 Conversion

For all counties, during conversion, the Contractor shall issue cards over-the-counter at county-designated locations (except for homebound recipients who shall receive a card in the mail and select a PIN through the CSC/ARU). During conversion, the Contractor shall mail a training package to each designated cardholder containing a prescheduled appointment to report to a card issuance location to receive his or her EBT card and select a PIN. Enclosed instructions shall inform recipients of the right to reschedule the appointment time and date in the event of emergency or other unavoidable scheduling conflict. (For additional information on training, refer to Section 6.9). At the time of card issuance, the recipient shall swipe the card through a PIN selection device to select a PIN and activate the card.

The county shall determine if card issuance activities will occur in the county offices or at an off-site location. If the county chooses not to use welfare department locations for card issuance, the county will secure appropriate site(s) for conversion activities. The Proposal shall specify the site requirements and telecommunications requirements for card issuance activities at three levels of card issuance activity: 1) A low volume card issuance site suitable for small counties with caseloads less than 2,000 cases, such as Calaveras with 1,407 cases; 2) A medium volume card issuance site suitable for medium counties with caseloads between 2,000 and 10,000 cases, such as San Mateo with 6,237 cases; and 3) A high volume card issuance site suitable for large counties with caseloads greater than 10,000 cases, such as Contra Costa with 21,092 cases.

Card issuance site and telecommunications requirements provided by Bidders shall include, but not be limited to: 1) Square footage requirements; 2) Office layout requirements; 3) Furniture requirements; 4) Electrical outlet and electrical capacity requirements; 5) Equipment connectivity and telecommunications requirements; 6) Client access requirements;

- 7) As-needed, face-to-face recipient training requirements; 8) Storage requirements; and
9) Security requirements.

For each set of card issuance site and telecommunications requirements required above (low, medium and high volume sites), Bidder shall provide the estimated number of recipients processed per hour and the estimated number of Contractor conversion staff, Contractor training staff and county conversion support staff required.

Working with the county, the Contractor shall develop a schedule for card issuance and PIN selection, designed to control the flow of individuals and track attendance. The contractor shall provide the county with a report of those recipients who did not attend their scheduled appointment within three (3) days of the missed appointment. At the time of card issuance, the Contractor shall ensure that the individual receiving the card provides valid identification and signs for the receipt of the card.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.1.1 Los Angeles County Conversion Option

As an alternative to face-to-face card issuance and PIN selection, the State is interested in an alternative conversion method for Los Angeles (LA) County. LA County currently uses an on-line issuance method for the FSP and cash programs, and their recipients are accustomed to using magnetic stripe cards. Bidders shall propose a method for converting Los Angeles via mail-based card and PIN issuance, activation of mailed cards before first use, mailed training materials, voluntary training at walk-in training centers for recipients that desire face-to face training, and methods for recipients to change PINs.

If such an option is selected, the county shall use off-site, non-welfare office locations for walk-in training centers. LA County will require between seven (7) and ten (10) such locations, depending upon how district offices are organized for implementation. Proposals shall describe the scope and content of recipient training materials and plans for meeting face-to-face training needs via walk-in training centers, including estimated number of recipients that may require walk-in training, daily capacity of the training centers, and timing of walk-in training center operations.

Draft Proposals shall also describe what impact such a conversion method could have on the time required for conversion in LA County and any potential costing implications. After Draft Proposals and Confidential Discussions, the State will decide whether to require further detail and costing for this conversion option.

6.8.2 Ongoing Operations

County Option: After conversion, for card issuance for new cases, each county shall have the option to issue cards and PINs over-the-counter, or have the Contractor mail cards and PINs to recipients. The county may elect its card issuance method on a case-by-case basis. For example, the county may choose mail-based card issuance overall, but choose to issue cards over-the-counter due to individual circumstances, or the converse.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.2.1 Over-the-Counter Card and PIN Issuance

For counties that choose the over-the-counter option, the Contractor shall equip designated card issuance locations with card stock, and all equipment necessary to perform over-the-counter card issuance and PIN selection. The Bidder shall propose card personalization equipment with performance and capacity specifications appropriate for the volume of cards anticipated for each county office that issues cards. The Bidder shall provide manufacturer's specifications for the card personalization equipment proposed. The Contractor shall provide, install and maintain all required equipment. Each county will determine the required number of card issuance locations.

Each county shall be responsible for site preparations at each location where card issuance and PIN selection equipment is to be installed. County responsibility shall include furniture, power and phone lines as may be required to support said equipment. The Proposal shall specify site requirements for each card issuance/PIN selection station. The Contractor shall be responsible for coordinating site preparations with each county.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.2.2 Mail-Based Card and PIN Issuance

For counties choosing mail-based card issuance, the Contractor shall mail cards and PINs to recipients. PINs shall be mailed separately along with instructions on how the recipient may change the PIN. Cards and PINs shall be mailed daily, Monday through Saturday, using First Class postage. Cards shall be delivered to the postal facility no later than the next business day following the receipt of account setup information from the county.

For Counties using mail-based PIN issuance, Contractor shall provide, install and maintain the equipment necessary to change PINs in one or more locations in each county. Each county will determine the required number of locations.

Counties using mail-based card issuance shall also be equipped with card personalization equipment and card stock to allow over the counter card issuance on a case-by-case basis. Each county will determine the required number of locations for over-the-counter card issuance.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.3 Expedited Issuance

The EBT system shall be able to provide same-day account set-up, benefit authorization and card issuance, in order to provide same-day access to benefits as may be required to meet program requirements.

For all counties, for expedited/immediate need cases, authorized county staff shall set-up an account and authorize benefits on-line using an administrative terminal or host-to-host interface. Card issuance and PIN selection shall also be done at a designated county location. As described above, the Contractor shall provide, install and maintain the required equipment to perform these functions in one or more locations in each county.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.4 Card Replacement

The Contractor shall handle reports of lost, stolen or inoperative cards through the 24-hour CSC. In the event that a recipient's card is reported lost, stolen, or inoperative through the CSC or through an administrative terminal transaction, the Contractor shall immediately deactivate the card. The recipient must receive a replacement card within three (3) business days of card deactivation. When an EBT card is replaced, the replacement card shall carry a new PAN. A PAN shall never be reissued. The Contractor shall maintain a log of cards reported lost, stolen, inoperative and card replacements. The log shall include date and time of call and reason for replacement, and method of replacement.

County Option: For issuance of replacement cards on existing cases, each county shall have the option to issue cards over-the-counter, or have the Contractor mail cards to recipients. The county may elect its card replacement method on a case-by-case basis.

For counties that choose the over-the-counter option, the Contractor shall supply designated card issuance locations with card stock, and shall provide, install and maintain all equipment necessary to perform over-the-counter card issuance and PIN selection. Each county will determine the required number of card issuance locations.

For counties choosing mail-based card and PIN issuance, the Contractor shall mail cards to recipients with the existing PIN still in place, or shall issue a new PIN in a separate mailing.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.4.1 Fees for Card Replacement

Replacement cards will be provided to cardholders, as needed, without the imposition of a fee. However, the State reserves the right to change this policy in the future, and to collect fees for replacement cards as allowed under FNS regulations. The Contractor's system shall be capable of deducting any card replacement fee directly from the food stamp or cash account.

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.8.5 Homebound Recipients' Card Issuance and PIN Selection

The Contractor shall provide for PIN selection and/or PIN change through the CSC/ARU for homebound recipients not having an AR. The Contractor shall provide a secure method to authenticate the homebound recipient's identity prior to PIN selection. The State has a federally approved waiver to allow ARU PIN selection for homebound recipients.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.6 PIN Change

In the event that a cardholder's PIN is compromised, or a cardholder wishes to change the PIN for any other reason, the cardholder shall report to the designated county location to change the PIN. PIN changes shall not be allowed over the ARU, except in the case of homebound recipients without an AR. No restrictions shall be placed on the frequency of PIN changes by the cardholder.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.7 Inter-County Recipient Move

In the event that a recipient moves from one county and establishes eligibility in another, the recipient shall have a new EBT account established and shall receive a new EBT card. If there are benefits remaining in an EBT account from the county from which the recipient is moving, those benefits shall remain available to the recipient via the old EBT card. The old EBT account shall remain active until the benefits are consumed, or the account ages and benefits are expunged according to the requirements of this ITP.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.8 Card and PIN Management**6.8.8.1 Card Management**

The Contractor shall be responsible for card management, including returned card stock. Card management and control procedures shall be addressed in the EBT Security Plan and shall be provided to the State for review and approval. Refer to Section 6.15 regarding the EBT Security Plan.

The Contractor shall be liable for loss or misuse of cards or stock until cards or stock are received at the county-designated location. The Contractor shall mail only inactive card stock to county issuance locations, and shall propose security measures to ensure the integrity of card issuance at the county locations.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.8.2 PIN Management

The Contractor shall be responsible for PIN management. Consistent with Federal regulation, the Contractor shall ensure telecommunications network security and shall apply Data Encryption Standard (DES) algorithms to encrypt the PIN. For mail-based PIN issuance, the Contractor shall implement a secure method of generating and issuing PINs via the mail. PINs

must be mailed separately from cards with a delay between mailing dates. PIN management documentation shall be described in the EBT Security Plan.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____